# 2003 Air Force Climate Survey

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# Overview

- Background
- Timeline
- Core Survey Team
- Marketing
- Data Collection
- Using Results

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# Air Force Climate Survey

- **Charter: Provide actionable feedback to leaders at all levels for the purpose of improving their units**
- **Survey population to include**
  - **AF active duty**
  - **Appropriated Fund Civilians**
  - **Non Appropriated Fund Civilians *(new)***
  - **Air National Guard *(new)***
  - **Air Force Reserve *(new)***
  - **Students in TDY Status *(new)***
- **Survey available via Web, LAN, or Disk**
- **Results released in Feb 04**

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# Air Force Climate Survey: Actions Taken from 2002

- **Air Force Level**
  - Inclusion of the Air National Guard and Air Force Reserves in 2003 Air Force Climate Survey
- **Command Level**
  - Incorporated survey results into Strategic and Performance Plans ensuring funding for improvement
- **Wing Level**
  - Established Mentoring Program and council to ensure utilization of midlevel and junior professionals
- **Group Level**
  - Implementation of monthly awards programs
- **Squadron**
  - Equipment upgraded and new equipment purchased

# Air Force Climate Survey

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- **13 Climate sections; Statistically reliable and valid**
  - The Job
    - Resources
    - Core Values
    - Supervision
    - Leadership
    - Training and Development
    - Teamwork
  - Participation and Involvement
    - Recognition
    - Unit Flexibility
    - General Satisfaction
    - Unit Performance
  - Outcomes
    - Job Enhancement
- **Unit Commander (or Civ Equivalent) section**
  - **Previously added to survey per CC feedback**
  - **Will be provided to unit commanders only**
- **Questions answered on 1 to 6 agree scale**
  - **Strongly Disagree to Strongly Agree; No mid point**
- **Written comments optional**

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- **Why a survey?**
  - **Surveys provide Commanders with a unique wide-angle view of a variety of key factors which effect their Unit's state of readiness:**
    - **Gathering input from potentially all unit members**
    - **At the same point in time**
    - **Anonymously and confidentially**
- **Survey's can help commanders to:**
  - **Set priorities**
  - **Lay the groundwork for group problem-solving on unit effectiveness**
  - **Measure changes in attitudes**
  - **Compare their unit to other units-normative data**

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- **What the survey is**
  - **A tool to measure the climate of an organization**
    - **The “climate” of an organization is a combination of organizational norms, expectations, and values that impact the overall health of an organization**
  - **A feedback mechanism**
    - **Bar graphs and charts of analyzed results**
    - **Comments are not edited or filtered and contain valuable feedback, including new ideas, from members**
  - **Anonymous**
    - **Software masking techniques do not attach the respondent’s user ID and password to survey responses**
    - **Respondents are instructed not to write self-revealing details in the comments portion of the survey**

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- What the survey is not
  - A Quality of Life (QoL) Survey
    - The Air Force Climate Survey does not solicit information or feedback about base facilities/functions, benefits, etc.
  - A Military Equal Opportunity (MEO) survey
    - The Air Force Climate Survey does not address areas of racial or sexual harassment/discrimination
  - A Community Health Assessment
    - The Air Force Climate Survey does not assess the needs of the community on and off base
  - A Joint or DoD Survey
    - The Air Force Climate Survey is for Air Force members only
  - To be used as a “witch hunt” or report card
    - Results cannot be used for punishment or reward

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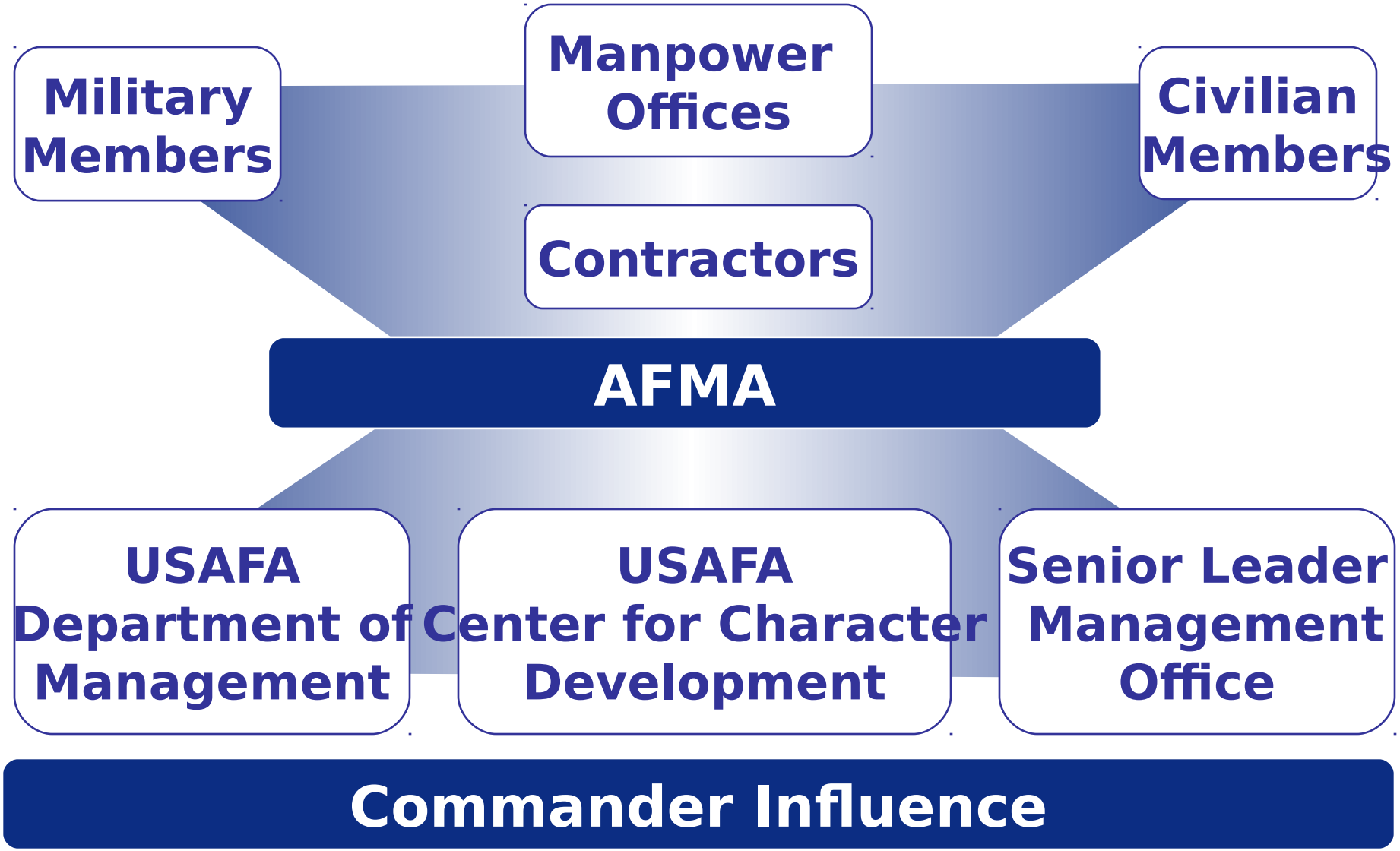
# Timeline

- Installation/Wing/Center POCs identified 9 Jun
- ADMIN training/certification begins 23 Jun
- Organizational Set-up begins 9 Jul
- VTC Q&A sessions begin 28 Jul
- Marketing Campaign(s) begins 1 Sep
- Survey Collection begins 1 Oct
- Survey Collection ends 23 Nov
- Data Analysis 1 Dec
- CSAF/SECAF briefed Feb 04
- All reports released Feb 04

# Core Survey Team



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# Marketing Strategy

- **Phase I: Prior and During Survey**
  - **Goals: employ various media and briefing avenues to raise survey awareness and interest at all levels to maximize participation**
    - **Working with AFNEWS, SAF/PA, NGB/PA, AFRC/PA**
    - **Theme -- “Speak Today, Shape Tomorrow”**
  - **Products for units: posters, brochures, and information cards**
  - **100% contact - everyone has an opportunity to take the survey**
  - **Common message: “take the survey”**
- **Phase II: After Reports Released**
  - **Goal: employ various media briefing avenues to encourage leadership at all levels to use survey data to create positive change**
  - **Common message: “use the data”**

# ‘03 Collection Routed/Decentralized

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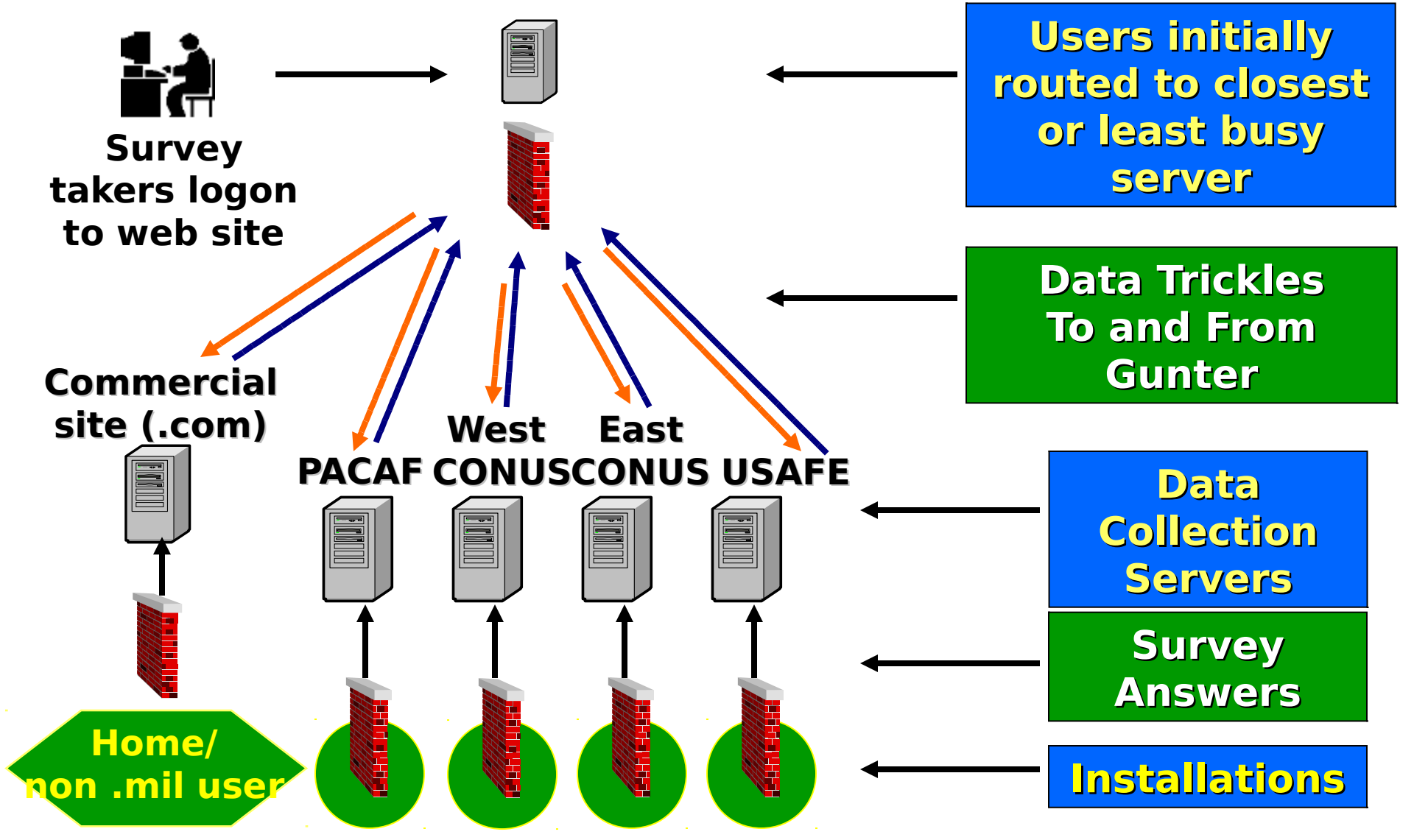

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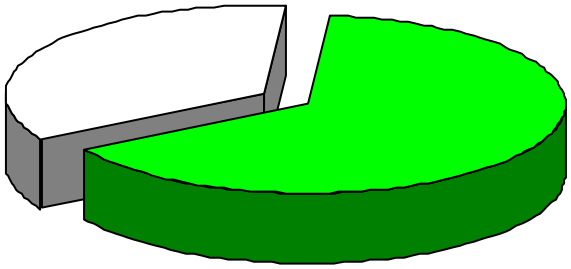
# Overall Demographics

**35% Non-Respondents**

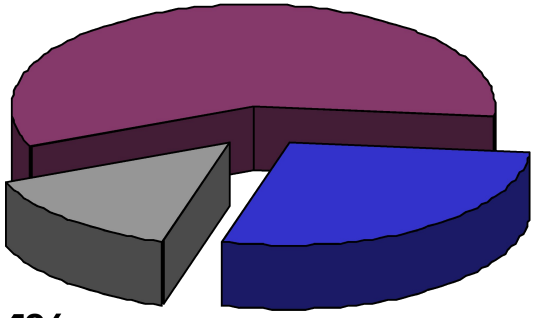


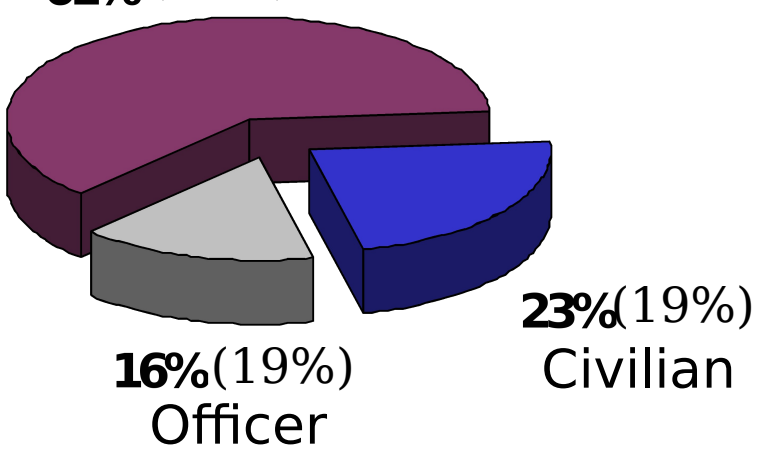
279,100

**65% Respondents**

***(36% in '99)***

| AF Population by Category | Respondents by Category |
|---|---|



# Commander Follow-up Jul 2000

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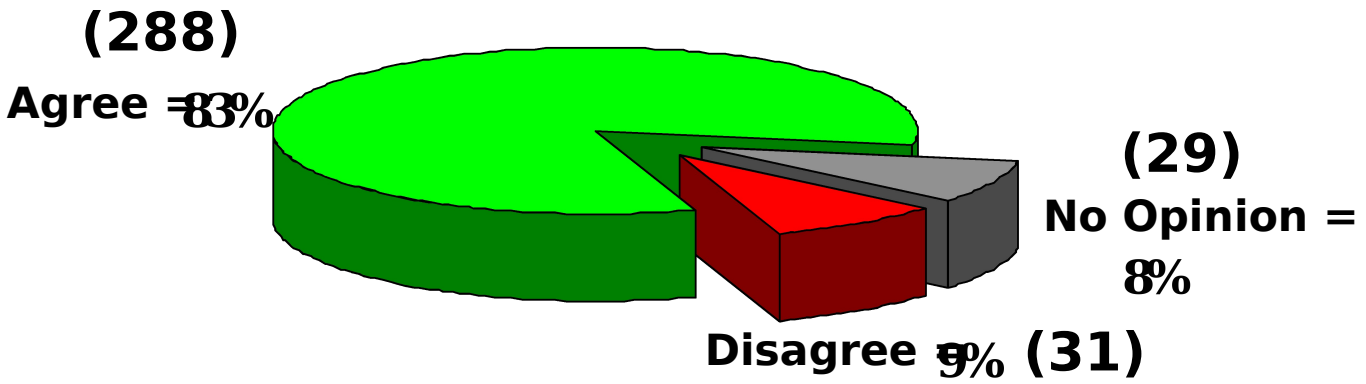
**I found the information useful that I received in my organization climate report.**

**348 commanders responded**

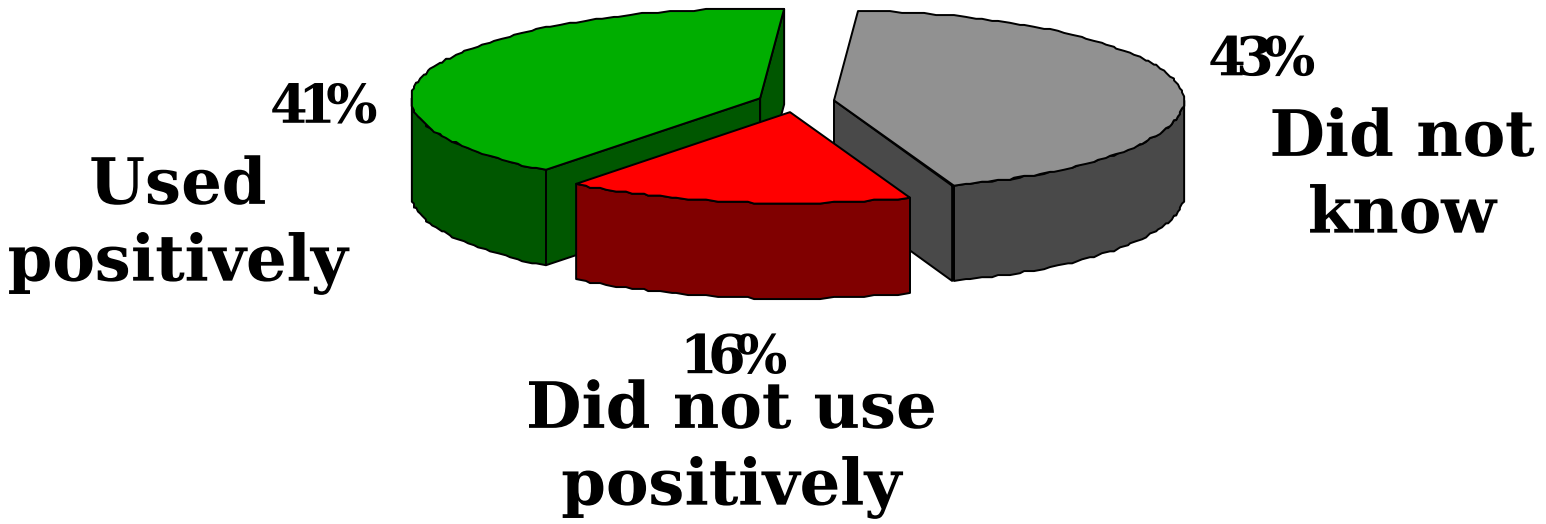



Survey Scale : 1 (Strongly Disagree) to 6 (Strongly Agree)
% Agree = 4 (Slightly Agree) + 5 (Agree) + 6 (Strongly Agree)

# An Example of Leadership's Influence

**Respondents who had not changed units since results were released in Feb 00, responded to the following question:**

**My leader(s) used the CSAF 99 results in a positive way.**



# Importance of Feedback

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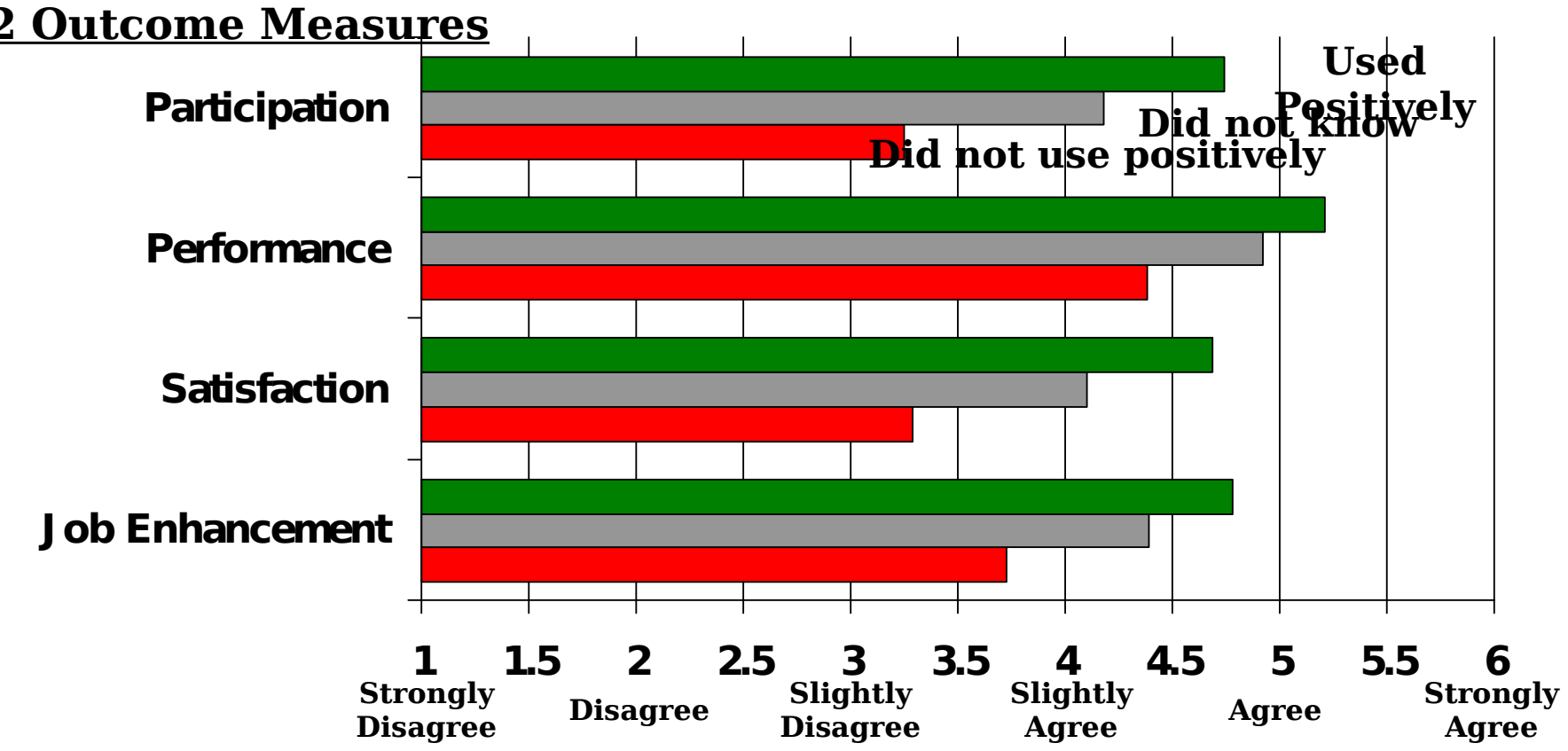
- 02 outcome measures were compared against the question: My leader(s) used the CSAF 99 results in a positive way.
- Unit leaders that share information and use ideas/suggestions have higher positive results



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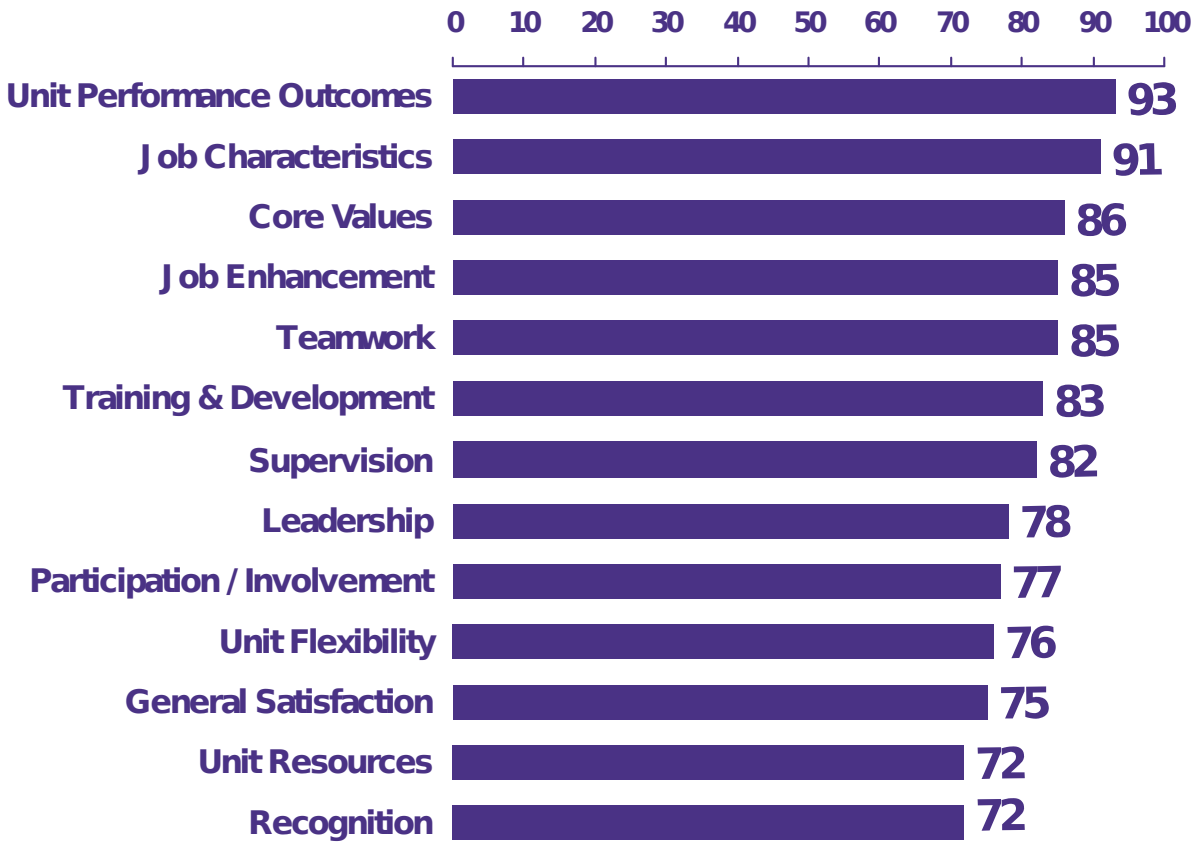
# Climate Profile
# Sorted by Total % Agree




| 2002 %Agree | 1999 %Agree | 1997 %Agree |
|---|---|---|
| 93 | 91 | 91 |
| 91 | 91 | 90 |
| 86 | 82 | 81 |
| 85 | 82 | NA |
| 85 | 83 | 82 |
| 8 | 80 | 8 |
| 8 | 81 | 8 |
| 78 | 74 | 76 |
| 77 | 76 | 79 |
| 76 | 72 | 72 |
| 75 | 72 | 72 |
| 72 | 66 | 66 |
| 72 | 69 | 70 |

**Total % Agree = (% Slightly Agree + % Agree + % Strongly Agree)**

# Overall AF Comparison by Officer, Enlisted, and Civilian

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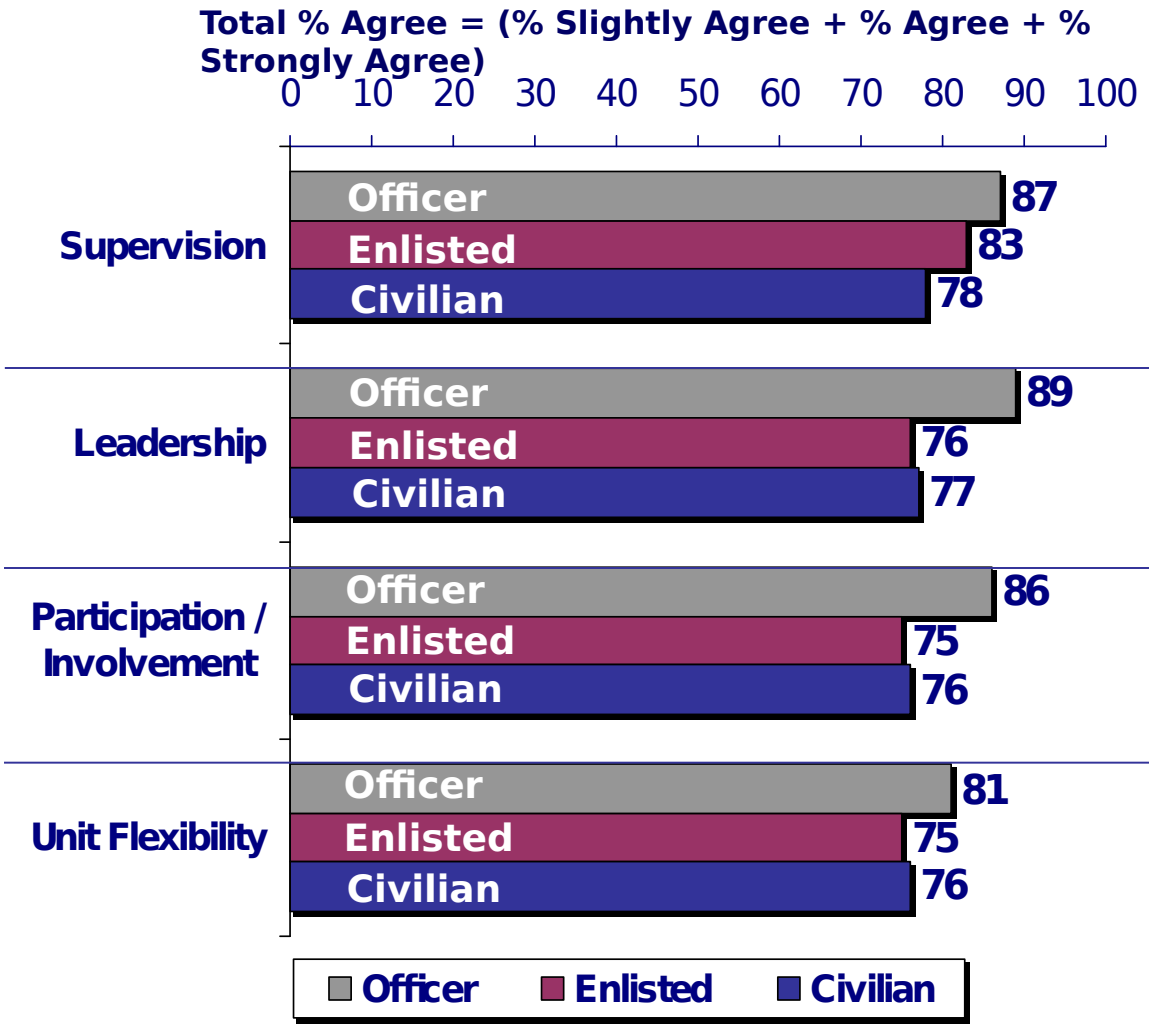


| | Trend | | |
|---|---|---|---|
| | 02 | 99 | 97 |
| Supervision | 87% | 86% | 87% |
| | 83% | 81% | 84% |
| | 78% | 74% | 76% |
| Leadership | 89% | 87% | 88% |
| | 76% | 71% | 73% |
| | 77% | 73% | 75% |
| Participation / Involvement | 86% | 86% | 88% |
| | 75% | 73% | 78% |
| | 76% | 74% | 76% |
| Unit Flexibility | 81% | 78% | 78% |
| | 75% | 70% | 71% |
| | 76% | 71% | 71% |

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# Overall AF Section by Question

| Unit Leadership | % Agree 02 | 99 | 97 |
|---|---|---|---|
| | **78** | **74** | **76** |
| • The leaders in my chain of command (in my unit) listen to my ideas. | 78 | 75 | 76 |
| • The leaders in my chain of command (in my unit) are easily accessible. | 84 | 83 | 82 |
| • I trust the leaders in my chain of command (in my unit). | 75 | 73 | 76 |
| • I am proud to be associated with the leaders, in my chain of command (in my unit). | 79 | 70 | 72 |
| • I see the leaders in my chain of command (in my unit) doing the same thing they publicly promote (walking the talk/leading by example). | 76 | 72 | 73 |

**Survey Scale : 1 (Strongly Disagree) to 6 (Strongly Agree)**
**% Agree = 4 (%Slightly Agree) + 5 (%Agree) + 6 (%Strongly Agree)**

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# Process for Using The Results

1. Interpret big picture results
2. Select factors on which to focus
Survey
Feedback
3. Conduct a feedback session
4. Integrate feedback session & climate report
Action
5. Develop & share action plan
6. Track action plan
HIGH IMPACT LEADERSHIP

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# *Speak Today,*

# *Shape Tomorrow*

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# Next two slides are for ANG only

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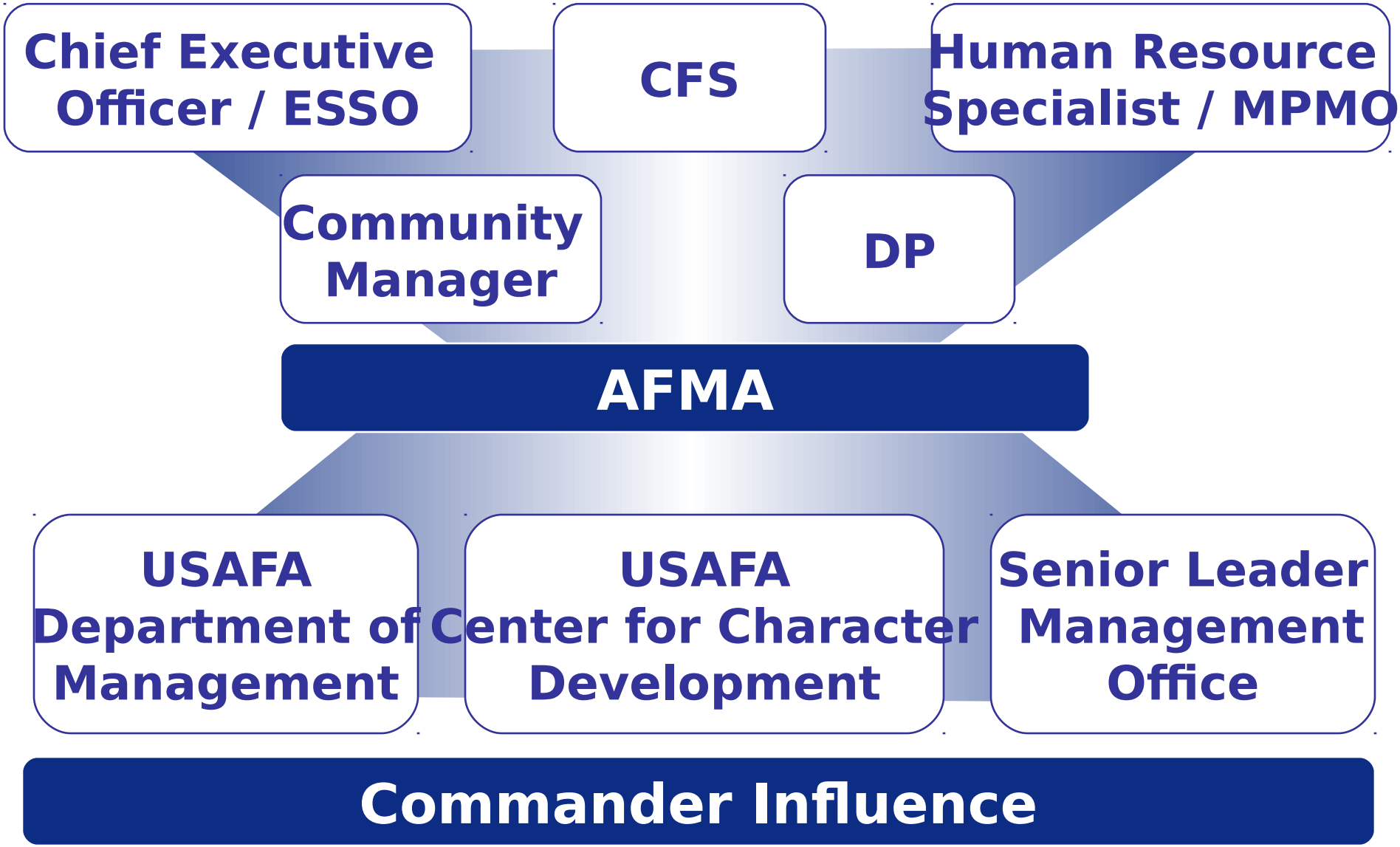
# Core Survey Team



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# ANG POC Process